

Meeting Minutes

CSP Administrators Meeting (Single Adult programs)

February 9, 2010

9:00 am – 10:00 am

Attendees: Brandon Barksdale, LSS; Rose Knorwood, Maryhaven; Jennifer Kowalski, Southeast; Kevin Wampler, YMCA; Keiko Takusagawa, Barbara Maravich, Catherine Kendall, Lianna Barbu, Community Shelter Board.

1) Welcome and Flow of the Day

- a. Agenda – Meeting started at 9:20am due to snow delay. Catherine walked through the day's agenda.

2) Central Point of Access – Catherine walked through CPOA step by step.

- a. Diversion
 - i. CPOA is set up as a level 3 program under LSS.
 - ii. Once a client contacts, CPOA Diversion will create an entry record under entry type HPRP (It may change to Quickcall – TBD).
 - iii. CPOA will record contact detail and contact resolution. Real time data entry is prioritized for clients admitted and on the Waitlist when situations get overwhelming for CPOA to handle.
 - iv. No exit record is necessary for CPOA diversion.
- b. Reservations & Waitlist
 - i. All the bedlists were recreated under LSS and these will be used after CPOA implementation.
 - ii. Once clients are admitted, CPOA will do real-time data entry and is expected to collect all the required data elements and scan/upload all the intake documents.
 - iii. CPOA will place clients in the Reservation list and each shelter program will put clients in the bedlist. Checking in clients in the bedlist creates an entry record automatically under the program which they were admitted.
 - iv. Upon receiving clients in the shelter, each program will verify client data entered by CPOA. It is up to the shelter to keep the hardcopy of the intake documents uploaded in CSP by CPOA. It is to be determined whether each shelter is held responsible for correcting the data entered by CPOA for PR&C purpose.
 - v. If there are no empty beds, CPOA will place clients in the Waitlist. Once the bed becomes available, CPOA will remove clients from the Waitlist and put them on a Reservation list.
 - vi. Each shelter may enter infraction information if any in CSP upon exiting the client. Infractions will become open system-wide.
 - vii. In case of exceptional intake, a program will only create entry/exit record but must do the full data collection and CPOA will enter the information from intake document uploaded by the program. The shelter will notify CPOA as soon as there is an exceptional intake.
 - viii. Catherine to create an overflow bedlist for Maryhaven under LSS for CPOA to manage. CPOA will notify Maryhaven as soon as there is a client on the overflow bedlist.

3) CSP Administrators Update

- a. Next Single Adult Training March 10 –Catherine asked Administrators to submit the names and email addresses of any staff they want to register.
- b. HUD Data Standards – Not published as of today.
- c. Scanned Documents Policy & Procedure – Distributed.

4) Future meetings are scheduled:

- a. March 9, 2009 9:00 a.m. Family ES
- b. March 23, 2009 9:00 a.m. PSH/Other
- c. April 13, 2010 9:00 am ALL Admin